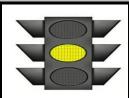
## Service Desk Answer Rate Information Technology



KPI Owner: Jimmy Gassler Process: Service Operation

| Baseline, Goal, & Benchmark   | Source Summary   | Continuous Improvement Summary  |  |  |  |  |  |  |
|---|--|---|--|--|--|--|--|--|
| Baseline: 89% Answer Rate   | Data Source: SD Daily                                      | Plan-Do-Check-Act Step 8: Monitor and diagnose  |  |  |  |  |  |  |
| Goal: The Service Desk should answer greater than 94% of the calls received before the user hangs up. | Activity Report  Goal Source: Service  Desk and Management | Measurement Method: Dividing the calls that enter our queue and leave before being answered by the total number of calls received.  Why Measure: To ensure availability to have service issues addressed. |  |  |  |  |  |  |
| Benchmark: 89% Calls Answered   | Benchmark Source: HDI                                      | Next Improvement Step: Continue on the path we are on and monitor historical data for changes in call patterns.   |  |  |  |  |  |  |
| How Are We Doing?   |  |   |  |  |  |  |  |  |

| Jul2015-Jun2016 | Jul2015-Jun2016 |
|-----------------|-----------------|
| 12 Month Goal   | 12 Month Actual |
| 94%             | 86%             |
| Percent         | Percent         |



| Jun2016 Goal | Jun2016 Actual |
|--------------|----------------|
| 94%          | 65%            |
| Percent      | Percent        |



|         |      |         |         |         |         |         |         |          | Se          | rvi          | ce      | De      | esk     | Αι      | nsv     | ve      | r R            | ate           | 9       |         |         |         |         |         | -       | 1         |
|---------|------|---------|---------|---------|---------|---------|---------|----------|-------------|--------------|---------|---------|---------|---------|---------|---------|----------------|---------------|---------|---------|---------|---------|---------|---------|---------|-----------|
|         | 120% |         |         |         |         |         |         |          |             |              |         |         |         |         |         |         |                |               |         |         |         |         |         |         |         | Good      |
|         |      |         |         |         |         |         |         |          |             |              |         |         |         |         |         |         |                |               |         |         |         |         | w       | 'indc   | ws 10   | ) Upgrade |
|         | 100% |         |         |         | V.      | 7       |         |          | **          | $\mathbf{X}$ |         |         |         |         | ¥       | +       |                | $\rightarrow$ |         | X       | -       |         |         |         |         |           |
| ב       | 80%  | _       |         |         |         |         |         |          |             |              |         |         |         |         |         |         | •              |               |         |         |         |         |         | 7       |         |           |
| Percent | 60%  |         |         |         |         |         |         |          |             |              |         |         |         |         |         |         | _              |               |         |         |         |         | /       | _       | *       |           |
| a<br>a  | 40%  |         |         |         |         |         |         |          |             |              |         |         |         |         |         |         | P              | hone          | e Sys   | tem     | Upg     | grad    | e       |         |         |           |
|         | 20%  |         | 0/ 03   | 0/ 0/   | 0/ 00   | 9/ 00   | NO/ 03  | o/ 03    | 9/ 03       | 9/ 04        | 10/ 05  | -0/ 0/  | 10/ 0/  | 1% 96   |         | ۰/ ۵۵   | 10/ <b>0</b> / | 10/ 03        | 0/ 01   | 9/ 07   | 70/ 03  | 9/ 00   | NO/ 07  | 10/     | 65%     |           |
|         | 0%   |         | % 83    | 70 84   | 70 00   | 5% 9U   | 176 92  | .% 93    | % 93<br>——— | % 94         | 170 93  | D% 94   | 170 94  | +% 90   | 90      | - 9U    | 170 94         | +% 93         | 76 91   | .70 97  | 7% 93   | 5% 9U   | 170 82  | 270     | 03%     |           |
|         |      | Jul2012 | Sep2012 | Nov2012 | Jan2013 | Mar2013 | May2013 | Jul2013  | Sep2013     | Nov2013      | Jan2014 | Mar2014 | May2014 | Jul2014 | Sep2014 | Nov2014 | Jan2015        | Mar2015       | May2015 | Jul2015 | Sep2015 | Nov2015 | Jan2016 | Mar2016 | May2016 |           |
|         |      |         |         |         |         |         |         | <b>-</b> | Data        | a –          |         | Medi    | ian     | _       | -Go     | al -    |                | Bend          | hma     | rk      |         |         |         |         |         |           |

| Project Y   | Potential Factors Impacting Y ("Xs") | Potential Factors Impacting Y ("Xs") Operational Definitions   |  |  |  |  |  |  |  |
|-------------|--------------------------------------|--|--|--|--|--|--|--|--|
| Answer Call | Vacation Time                        | Total hours of vacation used by all team members assigned      |  |  |  |  |  |  |  |
| Rate        | Hours Not Worked                     | Total hours not worked used by all team members assigned       |  |  |  |  |  |  |  |
|             | Number of Team Members Assigned      | Total number of team members actively assigned to service desk |  |  |  |  |  |  |  |
|             | Call Volume                          | Total number of calls received                                 |  |  |  |  |  |  |  |
|             | Unplanned Outages                    | Total number of unplanned outages                              |  |  |  |  |  |  |  |

The five potential factors impacting the answer call rate will be analyzed for correlation and graphed as Pareto for the Oct 2016 LouieStat Forum.

Report Generated: 07/15/2016 Data Expires: 07/19/2016